

2003 ANNUAL REPORT OF THE UTAH STATE OFFICE OF

REHABILITATION



MISSION:

To assist individuals with disabilities to prepare for and obtain employment and increase their independence.



ANNUAL REPORT OF THE UTAH STATE OFFICE OF REHABILITATION

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Executive Director
Utah State Office of Rehabilitation

Steven O. Laing, Ed.D.
Chief Executive Officer
Utah State Board of Education

Fiscal Year 2003

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EXECUTIVE DIRECTOR'S MESSAGE



Blaine Petersen
Executive Director

Since 1921, the Utah State Board of Education has provided general oversight and policy direction for the Utah State Office of Rehabilitation (USOR). For many years, the main service offered by the USOR was Vocational Rehabilitation. Starting in the late 1950's, Congress and the Utah State Legislature have increased the variety of services offered by USOR to include the Division of Disability Determination Services, Division of Services for the Deaf and Hard of Hearing, and Division of Services for the Blind and Visually Impaired. Services offered by the USOR are focused on assisting individuals with disabilities to prepare for and obtain employment and to increase their independence.

There are four main challenges the agency has faced this last year and will continue to face in the coming years.

1. Increased demand for services as a result of population growth.
2. A reduction in the number of jobs available because of a slow economy.
3. The lack of funding to meet growth needs or keep up with inflationary costs.
4. Difficulty in recruiting and retaining qualified staff because of heavy workloads, low salaries and two years of no salary increases for employees.

In spite of the challenges faced by USOR this last year, the Vocational Rehabilitation program was successful in assisting 2,932 individuals in preparing for and obtaining employment. The Division of Disability Determination Services adjudicated 18,000 Social Security claims for disability benefits. One thousand two hundred and nine (1,209) individuals received assistive technology devices either through the Vocational Rehabilitation Program or the Independent Living Program. Of the over 52,000 preschool and kindergarten children screened for vision problems, 2,200 were referred for additional eye examinations and treatment. The Division of Services for the Deaf and Hard of Hearing trained 1,278 participants in a variety of educational classes. The USOR also devoted substantial resources in preparing for the Ticket to Work program and partnering with the Department of Workforce Services in fully implementing a

cooperative agreement to serve individuals with disabilities. These figures represent only a few of the many services offered by USOR that are detailed in this report.

The services offered through USOR programs help ensure that Utahns with disabilities have the opportunity to be productive and contributing citizens. The 2003 Annual Report highlights the accomplishments of individuals with disabilities who received these opportunities and illustrates the positive impact USOR services have on the community.

Blaine Petersen
Executive Director

UTAH STATE BOARD OF EDUCATION

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The Utah State Office of Rehabilitation is directly responsible to the Utah State Board of Education.

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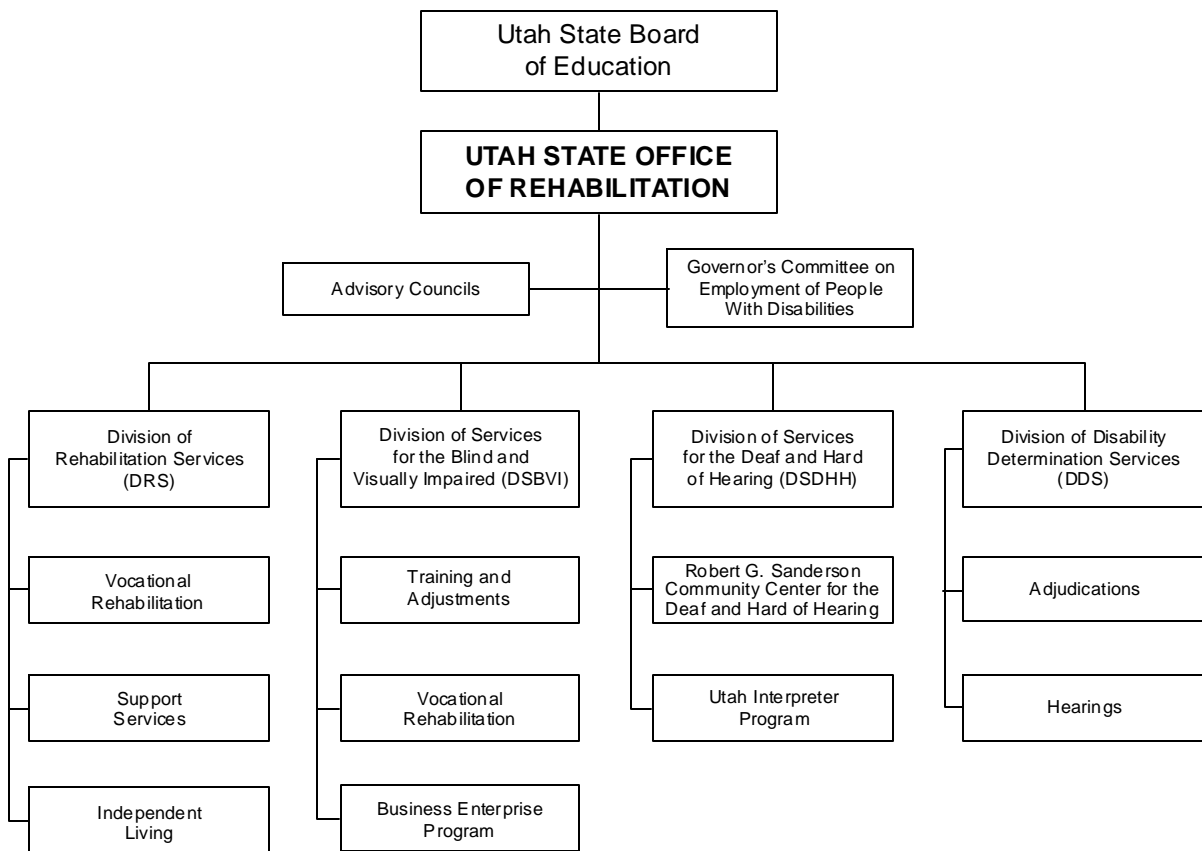
Twila B. Affleck

Secretary

UTAH STATE OFFICE OF REHABILITATION



**To assist individuals with disabilities to
prepare for and obtain employment and
increase their independence.**



ADVISORY COUNCILS

UTAH STATE OFFICE OF REHABILITATION

Advisory Councils work with staff to establish direction and implementation of the various USOR service delivery programs and independent living.

Rehabilitation Services Council

*Allan Ayoub, Salt Lake City
Hector Cando, Salt Lake City
Marie Christiansen, Beaver
Nancy Friel, Salt Lake City
Eileen Glathar, American Fork
Richard Harward, Park City
Charlene Johnson, Logan
Tericia Leavitt, Mountain Green
Susan Loving, Salt Lake City
Marie Marshall, Midvale
Helen Post, Salt Lake City
Eileen Saunders, Cedar City
Brian Small, Draper
Linda Smith, Salt Lake City
Frank Turner, West Valley City
Milton Taylor, Salt Lake City
Nedra Taylor, Logan
Nancy Zapata, Grantsville*

Interpreter Certification Board

*Jeff Born, Orem
Jet Burnham, West Valley City
Shellie Burrow, Heber City
Don Carpenter, Salt Lake City
Cheralyn Creer, Salt Lake City
Mitch Jensen, Salt Lake City
Jess Julander, Salt Lake City
Jodi Kinner, Salt Lake City
Kathy Mower, Sandy
Laurie Moyers, Taylorsville
Jeff Pollack, Salt Lake City*

Statewide Independent Living Council

*Corey Rowley, Executive Director,
Salt Lake City
Sandra Curcio, Midvale
Marvin Fifield, Logan
Patrick Horgan, Hurricane
Richard Jewkes, Price*

*Matt Knotts, Salt Lake City
Debra Mair, Salt Lake City
Marie McDonald, Salt Lake City
Sandra Meehan, Ogden
Sue Ordonez, Taylorsville
John Pace, Salt Lake City
Gordon Richins, Logan
Helen Roth, Logan
Diane Russell, Salt Lake City
Linda Smith, Sandy
Mark L. Smith, Salt Lake City
Theresa Walker, Roy
Theresa Walker, Roy
Rebecca Wasseem, Holladay
John Woeste, Salt Lake City*

Division of Disability Determination Services Advisory Council

*Marie Christiansen, Beaver
Christine Curry, Ogden
Lillian Grant, Salt Lake City
Rosemary Lysaght, Logan
Barrie Nielson, Salt Lake City
Melanie Preece, Salt Lake City
Phyllis Sharples, Salt Lake City
Mark Smith, Salt Lake City
Maggie Snyder, Salt Lake City*

Division of Services for the Deaf and Hard of Hearing Advisory Council

*Kristylynne Brady, Salt Lake City
Mimi Brockbank, Salt Lake City
Dr. Todd Child, Salt Lake City
JoAnn Coupal, Salt Lake City
James Dyal, South Jordan
Kathy Evans, Salt Lake City
Kevin D. Hanson, Taylorsville
Rollin S. Jones, Taylorsville
Valerie Kinney, Ogden
Kristi Mortensen, Salt Lake City
Ron Nelson, Salt Lake City*

*Michael Page, Salt Lake City
Barbara Ripley, West Jordan
Joy Roberts, Salt Lake City
Matthew Snarr, Lehi*

Division of Services for the Blind and Visually Impaired Advisory Council

*Gerry Adair, Roy
Gerald Butters, Salt Lake City
D. Gregg Buxton, Roy
Cheralyn Creer, Salt Lake City
Ron Gardner, Salt Lake City
Leslie Gertsch, Woods Cross
Lynne Krumm, Hyrum
W. Kent McGregor, St. George
Robert L. Olsen, Saratoga Springs
Bill Peterson, Mayfield
Bernece Stradley, Murray
Jack Wheeler, Ogden
Ruth Wheeler, Ogden*

Governor's Committee on Employment of People With Disabilities

*Stuart Boyd, Ogden
Sherrie Crespo, Salt Lake City
Paul Kelsey, Salt Lake City
Stephen Maas, Salt Lake City
Karla Padilla, Salt Lake City
Craig Sandberg, Salt Lake City
Bill Young, Salt Lake City*

PROGRAMS & SERVICES

UTAH STATE OFFICE OF REHABILITATION

VOCATIONAL REHABILITATION PROGRAM

The Vocational Rehabilitation (VR) program provides services to individuals whose disability is a substantial impediment to employment. The VR program is designed to assist these individuals to achieve employment outcomes. Services are available according to individuals' needs, abilities, and choices. Vocational Rehabilitation services are provided through the USOR's Division of Rehabilitation and the Division of Services for the Blind and Visually Impaired.

INDEPENDENT LIVING PROGRAM

The independent living program provides services to individuals with disabilities who need opportunities to maintain or increase their independence. Services are provided through a cooperative effort of the Utah State Office of Rehabilitation, the Utah Statewide Independent Living Council, and nonprofit Centers for Independent Living. A variety of services are provided to assist individuals to maintain or increase their independence and community integration.

GOVERNOR'S COMMITTEE ON EMPLOYMENT OF PEOPLE WITH DISABILITIES

The Governor's Committee's mission is to facilitate communication, cooperation, and promote public and private efforts to increase equal employment opportunities for qualified Utahns with disabilities. Its main responsibilities are to promote employment opportunities for individuals with disabilities; advise the State Board of Education and the Governor on issues that affect employment; advocate full and equal rights for individuals with disabilities; educate the public through information and public relations; recognize exemplary contributions in the areas of employment, job placement, rehabilitation, training, support services, medicine, and public relations; recognize personal achievements made by individuals with disabilities, and provide training, support, and technical assistance to employers.

SERVICES FOR THE BLIND AND VISUALLY IMPAIRED

In addition to Vocational Rehabilitation services, the USOR offers a variety of training and adjustment services for individuals who are blind or have significant visual impairments. These services include skills training, psychological and social orientation, adaptive equipment, braille training, mobility training, independent living, and computer training.

SERVICES FOR THE DEAF AND HARD OF HEARING

Many services designed for individuals with hearing loss are provided through the Division of Services for the Deaf and Hard of Hearing. These services include an interpreter referral service, assistive technology, and a variety of social and educational programs.

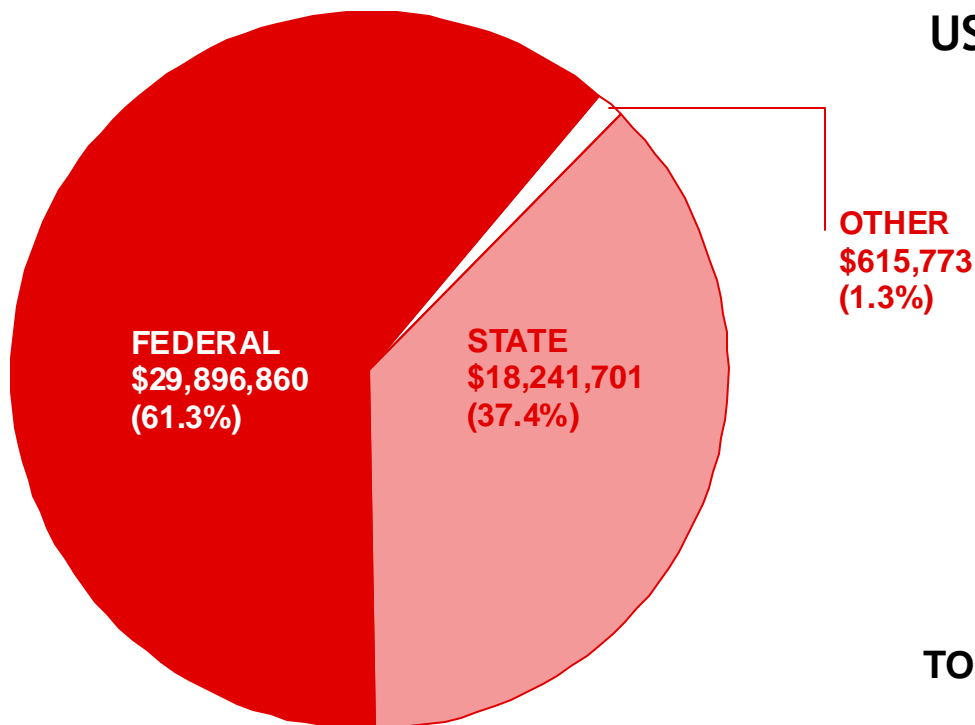
DISABILITY DETERMINATION SERVICES

The Division of Disability Determination Services is a state-administered federal program that develops, adjudicates, and processes disability claims of Utah residents for Social Security disability benefits, including Social Security Disability Insurance and Supplemental Security Income.

REVENUES

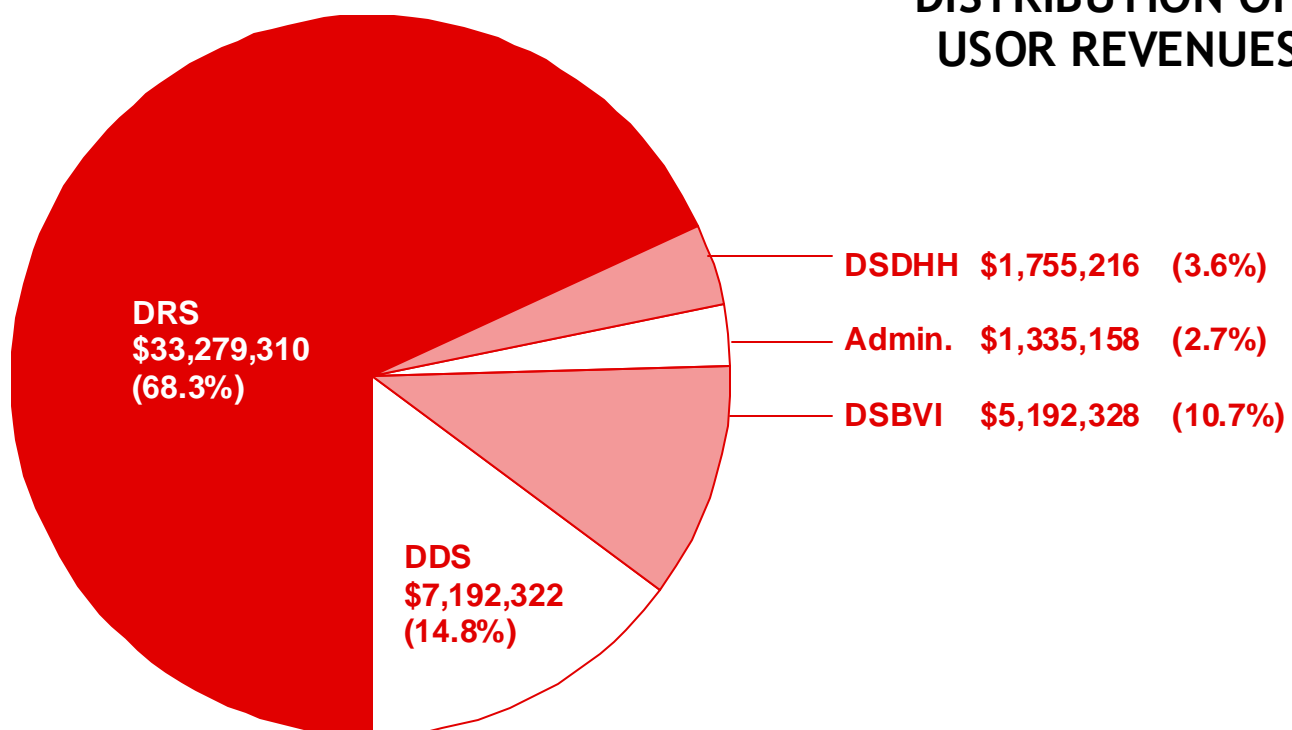
UTAH STATE OFFICE OF REHABILITATION

USOR REVENUES



TOTAL = \$48,754,334

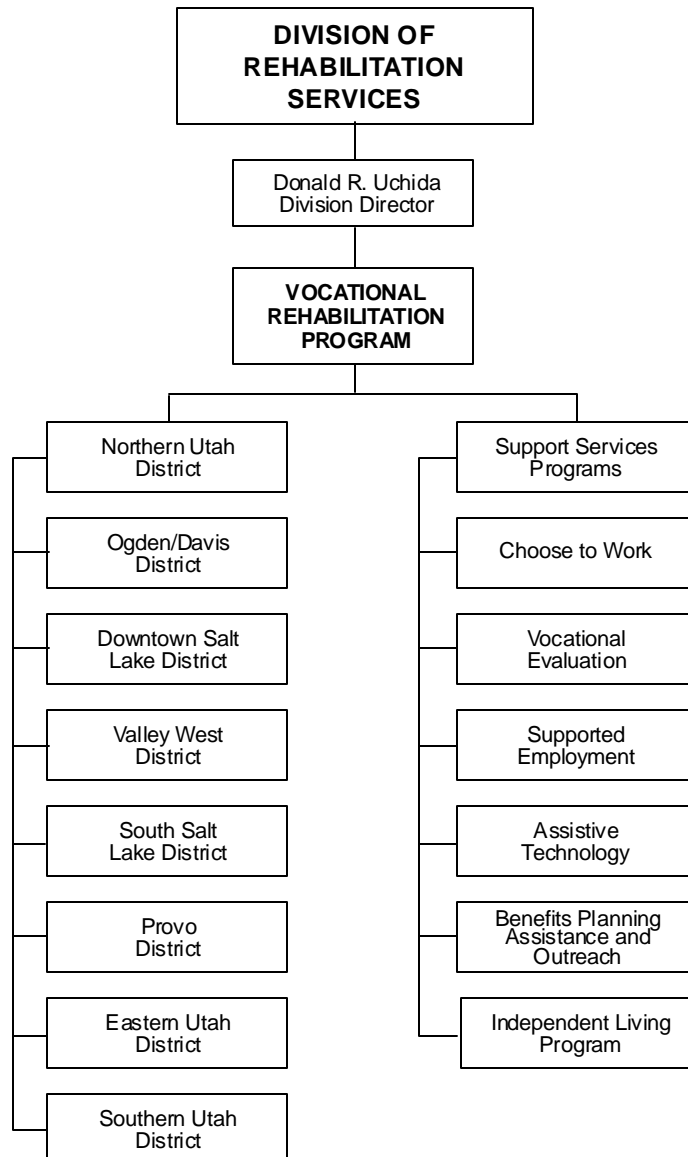
DISTRIBUTION OF USOR REVENUES



DIVISION OF REHABILITATION SERVICES



Donald R. Uchida
Division Director



VOCATIONAL REHABILITATION PROGRAM



USOR's Vocational Rehabilitation (VR) services are provided through the Division of Rehabilitation Services (DRS) and the Division of Services for the Blind and Visually Impaired (DSBVI). The DRS served 24,784 individuals with disabilities during 2003, placing 2,932 of these individuals into employment. The DSBVI served 535 and placed 95 into employment.

The VR program assists eligible individuals with disabilities to obtain employment. Eligibility for the program depends on the following conditions:

1. The presence of a physical or mental impairment that constitutes a substantial impediment to employment.
2. The individual requires Vocational Rehabilitation services to become gainfully employed.

Eligible individuals work in partnership with their Vocational Rehabilitation counselors to assess their rehabilitation needs, set a vocational goal, and develop an Individualized Plan for Employment (IPE).

Many services are available to assist individuals to reach their goals according to their personal needs and objectives. These services may include medical services and treatment, personal adjustment training, vocational training, counseling and guidance, assistive technology, job placement, follow-up, and other services needed to enable clients to complete their IPE.

A number of support services are available to both the Vocational Rehabilitation consumer directly and to the VR counselor as a resource.

VOCATIONAL EVALUATION

Services are offered to help consumers identify their vocational interests and abilities as well as to provide career information to enable consumers to make realistic employment choices.

CHOOSE TO WORK

The Choose to Work Utah project is a partnership between the Utah State Office of Rehabilitation (USOR) and the Department of

VOCATIONAL REHABILITATION PROGRAM

Workforce Services (DWS). Choose to Work is a statewide service delivery system that provides individualized job development and placement services to job seekers with disabilities. Eligible individuals are referred to Employment Specialists through either a DWS or USOR counselor. A variety of services, including benefits counseling, support services coordination, job development and placement, and follow-up, are offered to the job seekers.

SUPPORTED EMPLOYMENT

Supported employment services are provided to individuals with severe disabilities to facilitate their entry into competitive employment. The VR program provides funding for employment specialists to locate jobs in competitive employment settings for severely disabled individuals, followed by continuing training and support on and off the job. Upon employment stabilization, the responsibility for support is transferred to other long-term training agencies or natural support arrangements.

ASSISTIVE TECHNOLOGY

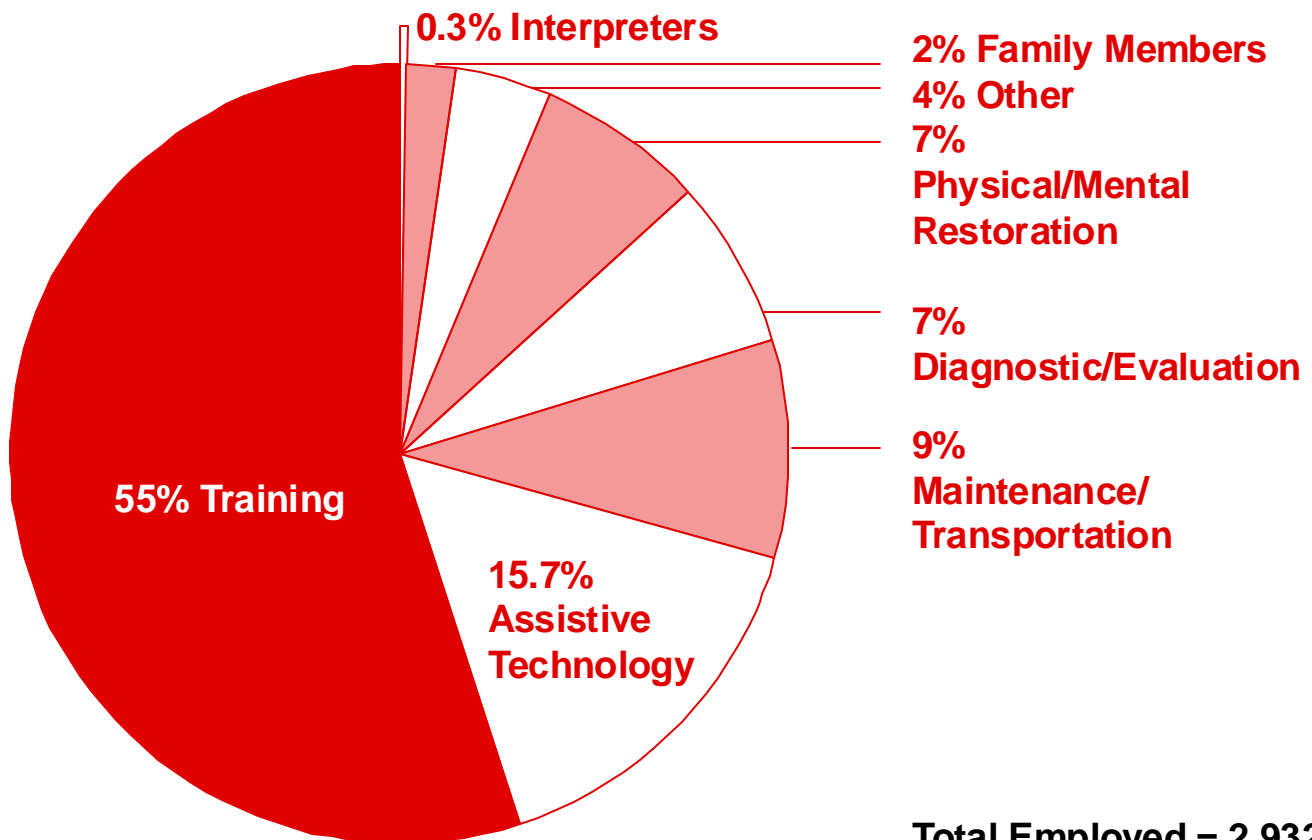
Assistive technology services are provided to individuals who need technology to achieve their vocational goals. Services include assessment, modification, purchasing of technology, and training.

BENEFITS PLANNING ASSISTANCE AND OUTREACH

The new Utah Benefits Planning Assistance and Outreach Project (UBPAO) is funded through the Utah State Office of Rehabilitation, the Social Security Administration, and the Utah Governor's Council. The UBPAO provides SSI/SSDI beneficiaries with information regarding Social Security Work Incentives. This project offers statewide access to the information and support to people who need to make informed choices about work and benefits; increases the availability of accurate, effective, and accessible consumer education materials and services; and promotes partnership between advocacy programs and the Utah Work Incentive Coalition. Beneficiaries who choose to pursue work, achieve employment goals, and become self-sufficient may maximize new and current resources through collaboration and the provision of comprehensive quality services.

EXPENDITURES

This chart shows the percentage of case service funds utilized for services that assisted people with disabilities in preparing for and obtaining employment.



Total Employed = 2,932

VOCATIONAL REHABILITATION PROGRAM

HIGHLIGHTS

The following information demonstrates the individual and program success Vocational Rehabilitation achieved during 2003:

- ▶ 2,932 individuals with disabilities were successfully employed.
- ▶ 24,784 individuals were provided with Vocational Rehabilitation services.
- ▶ 88 percent of those employed were severely disabled.
- ▶ 210 public assistance recipients were successfully employed.
- ▶ 607 Social Security Disability Insurance recipients were successfully employed.
- ▶ 94 individuals were successfully employed through supported employment services.
- ▶ \$11,118,474 in estimated annual taxes were paid by 2,932 employed individuals after Vocational Rehabilitation services were provided.

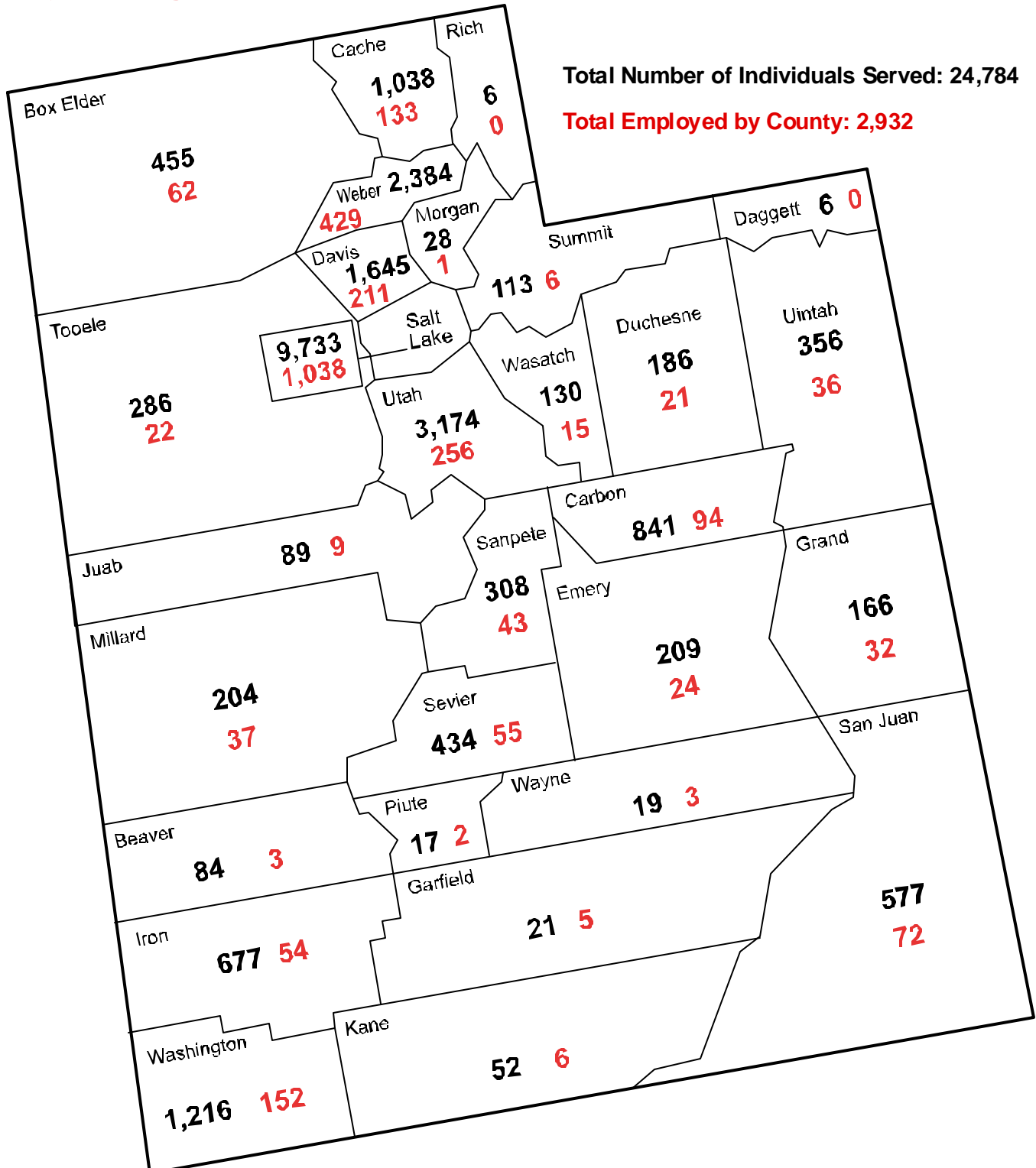
CHARACTERISTICS

OF THE 2,932 INDIVIDUALS EMPLOYED THROUGH THE VOCATIONAL REHABILITATION PROGRAM

GENDER			MARITAL STATUS		
	Number	Percent		Number	Percent
Male	1,630	56%	Married	911	31%
Female	1,302	44%	Widowed	36	1%
Total	2,932	100%	Divorced	624	21%
ETHNIC BACKGROUND			Separated	196	7%
White	2,478	85.0%	Never Married	1,165	46%
African American	57	2.0%	Total	2,932	100%
Asian	5	0.1%	AGE AT REFERRAL		
Hispanic	106	4.0%	Less than 20 years	30	2%
Native American	83	3.0%	20 through 34	1,391	48%
Pacific Islander	20	.8%	35 through 44	760	26%
Multiple Ethnicity	183	5.1%	45 through 64	722	23%
Total	2,932	100%	65 and over	29	1%
			Total	2,932	100%

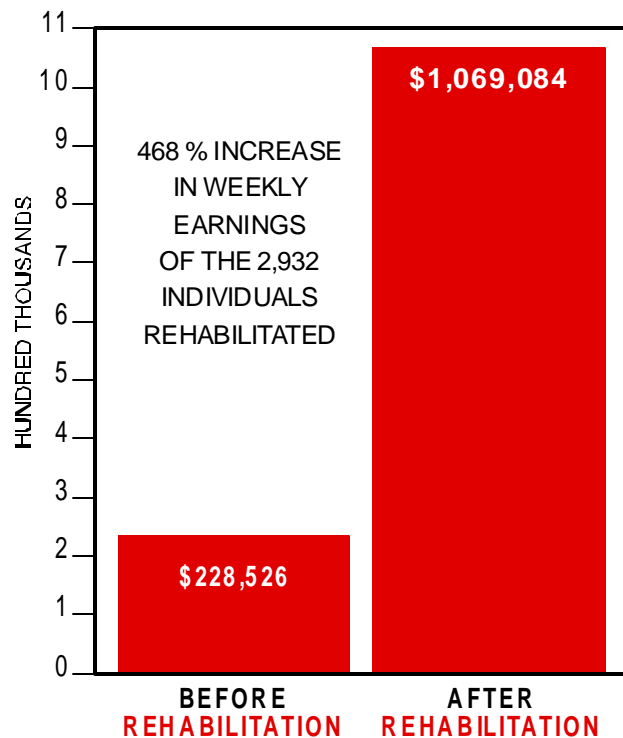
VOCATIONAL REHABILITATION PROGRAM

IMPACT

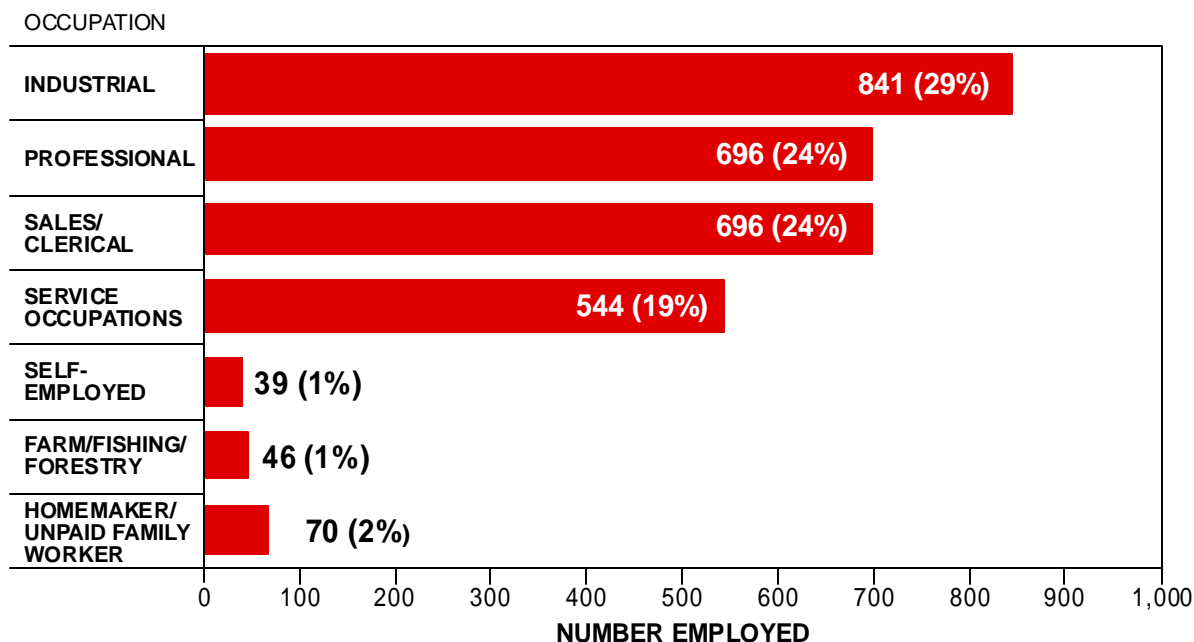


VOCATIONAL REHABILITATION PROGRAM

ECONOMIC IMPACT AFTER REHABILITATION SERVICES



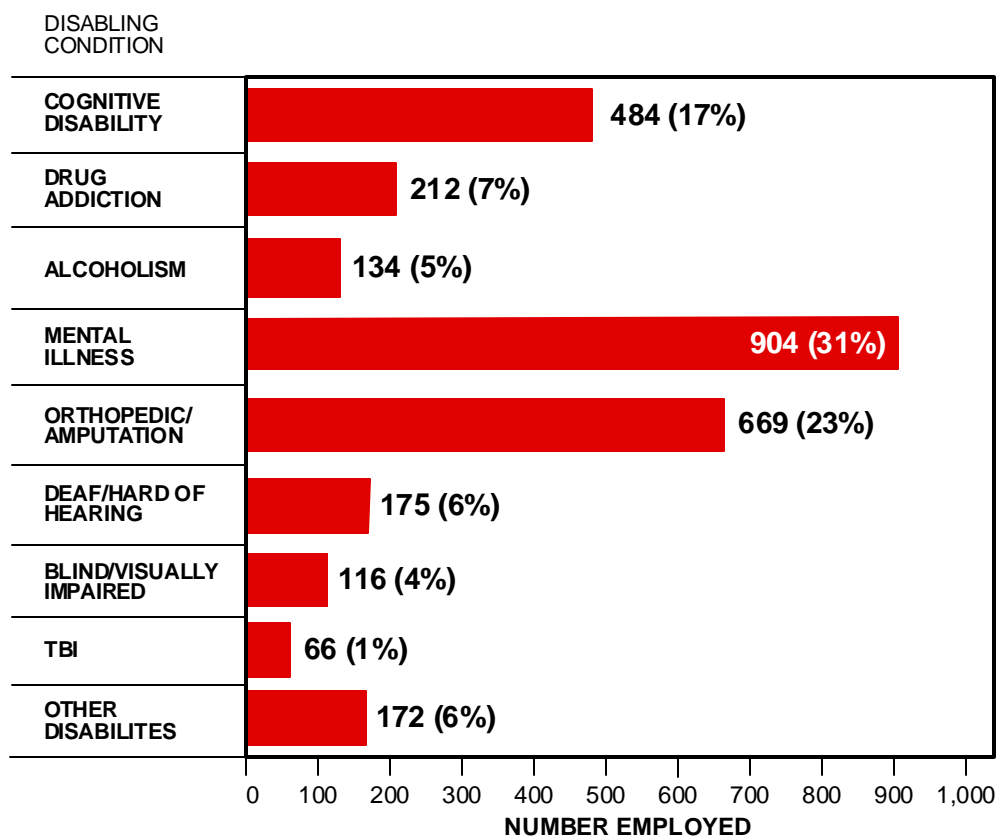
OCCUPATIONS OF THE 2,932 INDIVIDUALS REHABILITATED



VOCATIONAL REHABILITATION PROGRAM

MAJOR DISABLING CONDITIONS

of 2,932 Employed Individuals



VOCATIONAL REHABILITATION PROGRAM

COLLABORATIVE PARTNERSHIPS

UTAH WORK INCENTIVES COALITION (UWIC)

The Utah Work Incentives Coalition was created as a consumer-responsive work support system to increase employment outcomes for people with disabilities. The purpose of the coalition is to oversee systems change efforts among all stakeholders, including individuals with disabilities, agencies, providers, schools, employers, etc. This purpose also includes assistance to agencies in communicating and evaluating system changes over time.

Several subcommittees have been formed that incorporate a membership of individuals with disabilities, as well as agencies and organizations. These subcommittees are Systems Change, Outreach-Training-Awareness, Research/ Evaluation, Medicaid and Personal Assistance Expansion, and Benefits Planning. Some of the agencies and organizations that are a part of this coalition include the Utah State Office of Rehabilitation, the Department of Workforce Services, the Department of Human Services, the Department of Health-Division of Health Care Financing, the Utah State Office of Education, the Department of Mental Health

and Substance Abuse, the Center for People with Disabilities, the Utah Statewide Independent Living Council, Independent Living Centers, Legislative Coalition for People with Disabilities, the Social Security Administration, the Utah Association of Community Services, The ARC, the Division of Services for People with Disabilities, Valley Mental Health, and other disabilities groups and organizations.

This collaborative effort has several goals:

- ▶ To identify solutions to employment barriers that can be accomplished through interagency policy changes.
- ▶ To coordinate all work incentive grant implementation among agencies and consumers.
- ▶ To review recommendations from each of the subcommittees and present to the Executive Board for possible policy changes.
- ▶ To advise projects funded through the Social Security Administration, the Department of Health, and the Rehabilitation Services Administration regarding outreach efforts among people with disabilities and their families
- ▶ To advise on training curricula and materials for agency, school, and provider staff regarding new work incentive programs for people with disabilities.
- ▶ To advise projects regarding public awareness efforts, including awareness of employers.
- ▶ To provide input to evaluators about research and evaluation and periodically review evaluation results and help design reports.
- ▶ To design and evaluate Personal Assistance Services expansion under Medicaid.
- ▶ To explore other uses for Medicaid to support work incentives and employment.

This collaborative effort is making a difference in the lives of people with disabilities.

SUCCESSFUL PEOPLE

Chris Israel



Chris is a young man diagnosed with Attention Deficit Disorder who had lost several jobs due to his disability. After losing his last job he was referred to the Vocational Rehabilitation program, where he was diagnosed, provided help with medication, and given tools while attending the Davis Applied Technology College to learn a trade in machining. Chris was an exemplary student, and his instructor was so impressed with his abilities that he referred him to a job where Chris has been working for over a year. Chris is an inspiring young man who is very appreciative of the services received from the Vocational Rehabilitation program. He says, "My life is one hundred times better, both financially and emotionally, than before receiving services from VR." Way to go, Chris!

Sharelle Goff

You might think that being a deaf young woman in a hearing world would place some limitations on a person's life, but that is not the case with Sharelle Goff. Sharelle started her schooling experience at age 18 months, and did not take a single year off from school until she graduated from college. Her parents found out that Sharelle was deaf when she was 16 months old. It was a challenge for her to be the only deaf person in her family, as well as one of the few deaf students at school, but she learned to work around it. Sharelle states, "As I look back at my college experience, I struggled heavily with finances. Vocational Rehabilitation was a major help to me as I obtained my education at Utah Valley State College. If it were not for Vocational Rehabilitation, where I had a wonderful and supportive counselor who believed in me, I would not have succeeded with my higher education. My graduation with a degree in Behavioral Science with an emphasis in Psychology marks my success." Sharelle obtained the job she always wanted at the college, as an advisor for the deaf and hard of hearing. Congratulations, Sharelle!



VOCATIONAL REHABILITATION PROGRAM

Ruth Ann Perdue

Ruth Ann was halfway through her RN nursing degree and working at Primary Children's Hospital as an LPN when a shuttle bus rammed into her car on the way home from work one day. After recovering from her injuries and completing physical and occupational therapy for a year, she was referred to a doctor who finally diagnosed her with a closed head injury resulting from the accident. Some of Ruth Ann's residual challenges from the accident included the necessity of learning how to read again, learning how to manage her finances, learning how to take the bus, and having trouble tracking details well. But with a family of teenagers at home and a supportive husband, Ruth Ann

decided she had to complete her goal of finishing her RN degree. She had to retake classes because it had been many years since her accident, but with determination and the motto of "never give up" always in her mind, she worked through many difficult days to complete her degree. Ruth Ann has had many job offers and is currently working as a pediatric home nurse. She states that her whole life was turned upside down by the accident, but she had a dream and a Vocational Rehabilitation counselor who believed in her dream. Ruth Ann says that the sun always comes up tomorrow, and her VR counselor was part of her sunshine. You are fabulous, Ruth Ann!



INDEPENDENT LIVING PROGRAM



To provide opportunities for individuals with disabilities to increase their independence and level of integration in their communities.

The Division of Rehabilitation Services, in conjunction with the Independent Living Centers, the Division of Services for the Blind and Visually Impaired, and the Utah Statewide Independent Living Council provide independent living services to eligible consumers. The coordination of services occurs through contractual arrangements and management structures supported by all the entities involved in their program. All services are provided through the network of Independent Living Centers (the Utah Independent Living Center, Salt Lake City; Options for Independence, Logan; Active Re-Entry, Price; Red Rock Center for Independence, St. George; Tri-County Independent Living Center, Provo). Eligibility for the program is based on the presence of a significant disability coupled with the ability to benefit from the provision of services. All services are based on individual need as described in an individualized independent living plan. The services listed below are time-limited and designed to assist consumers in increasing and maintaining their levels of independent and community participation.

Peer Support

Peer support is designed to assist individuals in increasing and maintaining their independence. The information needed to live with a disability can be more easily gained when support is provided by an individual with a disability.

Independent Living Skills Training

Skills training includes adaptive cooking, cleaning, budgeting, personal hygiene, transportation, and advocacy.

Individual and Systems Advocacy

Advocacy programs are designed to increase both the consumers (ability to advocate for themselves and the community's capacity to meet the needs of individuals with disabilities. Systems advocacy is a process used to increase awareness and encourage the community to provide access for all citizens.

Information and Referral

Information about other services, as well as referrals to other programs, are intended to increase the options available to individuals.

INDEPENDENT LIVING PROGRAM

Recreation and Community Integration Programs

Recreation and other community integration programs are often an individual's first introduction to independent living services. Activities have included river trips, adaptive skiing, swimming classes, weightlifting, movies, book clubs, golf, and many other community activities. Often, successful experiences in these programs lead to increased self-esteem and sense of worth, which then leads to further participation and increased independence.

Independent Living Older Blind Services

In cooperation with the Division of Services for the Blind and Visually Impaired, the Independent Living Centers provide services to individuals aged 55 or older who are blind or severely visually impaired. Services are designed to increase and maintain seniors' ability to remain active in their homes and communities. All services, including recreation, are integrated, allowing seniors to participate. The Division provides other significant services to augment those of the centers, including intensive orientation and mobility services, low vision

screening, and general adaptive living skills.

Assistive Technology Services

A comprehensive program of assistive technology services includes assessment, evaluation, short-term loans, and equipment purchases for eligible consumers. Assistive devices can provide significant opportunities for individuals to participate in school, home life, and the general community.

ACCOMPLISHMENTS

- ▶ 1,127 consumers became eligible for independent living assistive technology services.
- ▶ 334 new applicants were accepted for independent living assistive technology services.
- ▶ 336 consumers were provided with assistive technology.
- ▶ 549 assistive technology devices were provided.
- ▶ 941 consumers received older blind services.
- ▶ 4,463 individuals with disabilities were served.
- ▶ 2,889 Independent Living Plans were developed.
- ▶ 26 consumers were relocated from nursing homes or institutions due to independent living services received.
- ▶ 550 consumers were prevented from entering nursing homes or institutions due to independent living services received.

SUCCESSFUL PEOPLE

Claudia Garcia

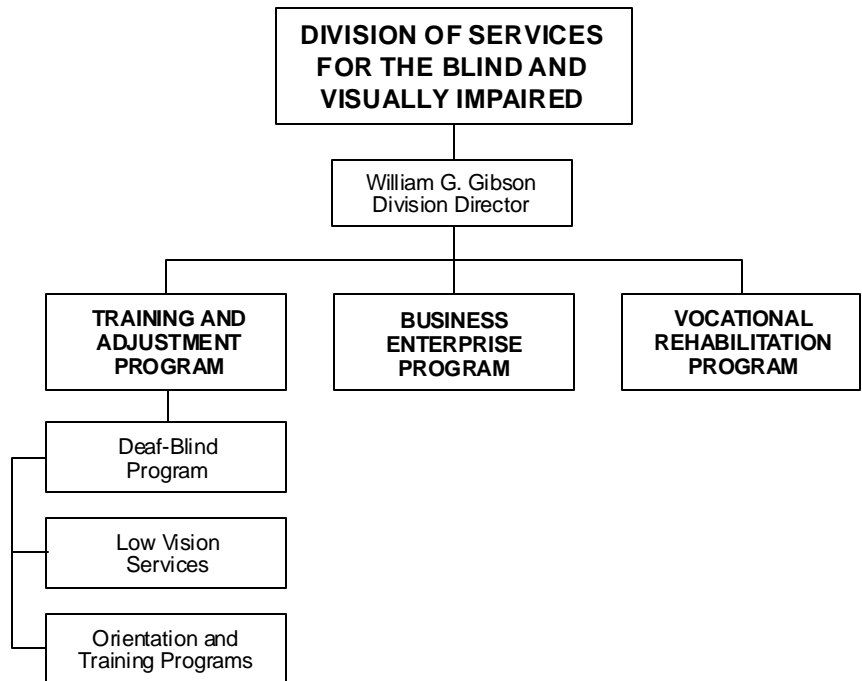
Claudia is a delightful young woman who was born with cerebral palsy with residual cognitive disabilities. She is involved in day training three days a week with the Danville Corporation. Through the Central Utah Center for Independent Living, Claudia received a donated van, was provided with a new wheelchair, and is now eligible to receive a stair lift. These services have provided Claudia with independence to go to training and freedom to live in her own home. Claudia and her family are grateful for the services received from the Independent Living Center. Congratulations on your independence, Claudia!



DIVISION OF SERVICES FOR THE BLIND AND VISUALLY IMPAIRED



William G. Gibson
Division Director



SERVICES FOR THE BLIND AND VISUALLY IMPAIRED



To assist individuals who are blind or visually impaired in achieving maximum levels of independence and, whenever possible, developing goals toward competitive employment.

The past year has been exciting and productive. The Deaf-Blind Support Service Program continues to grow. Individuals who are deaf and blind receive assistance from support service providers such as reading their mail and newspaper, grocery shopping, taking them to and from appointments, recreational activities, etc. These services have enabled individuals to become more involved in their communities and enjoy greater independence. The number of individuals participating in this program continues to increase, and individuals living in the rural areas of Utah are now participating.

Individuals served through the training and rehabilitation programs continue to receive adaptive technology assistance. A rehabilitation technology specialist assists clients with evaluation and training, as well as setup of adaptive technology. Through this assistance individuals were able to gain and maintain competitive employment. A computer teacher in the training program provides instruction in basic computer skills.

The Division is always looking for new methods of streamlining services. Recently a process was developed for new referrals. For instance, when a doctor refers a consumer for low vision services, the consumer is sent directly to that unit instead of going through a supervisor. Thus, it is hoped that additional referrals will result from this streamlined process as it will now provide quicker access to division services.

A committee has been selected to review and recommend changes to the curriculum used in training classes at the center. The committee consists of members of the Advisory Council, staff members, and consumers. The goal of this committee is to recommend consumer training competencies for each class, which will result in clients being better trained for competitive employment opportunities, and remaining independent in their own living situations.

ACCOMPLISHMENTS

Vocational Rehabilitation services were provided to 535 blind or visually impaired individuals.

- A total of 95 individuals were placed into employment.

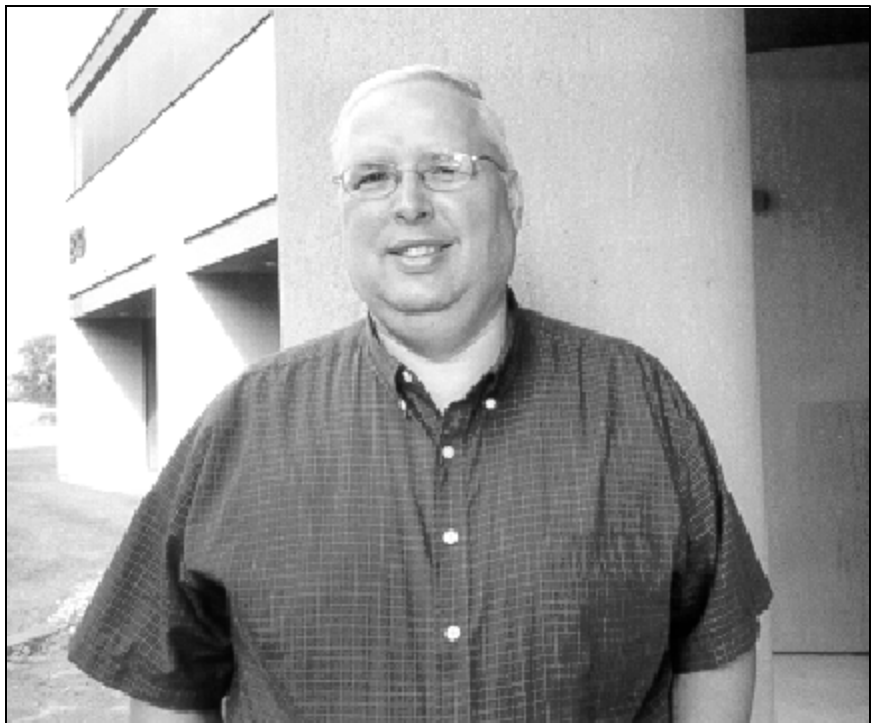
SERVICES FOR THE BLIND AND VISUALLY IMPAIRED PROGRAM

- ▶ Of those who received services, 90% were considered severely or most severely disabled.
- ▶ Training and adjustment classes to facilitate adjustment to vision loss were attended by 191 individuals.
- ▶ Low vision services were provided to 2,526 individuals, 728 of whom were served for the first time.
- ▶ Over 52,000 preschool and kindergarten children were screened for amblyopia and other vision problems; over 2,200 were referred for professional eye examinations and treatment.
- ▶ Independent living services were provided to 941 older blind individuals.

SUCCESSFUL PEOPLE

Allen Maxson

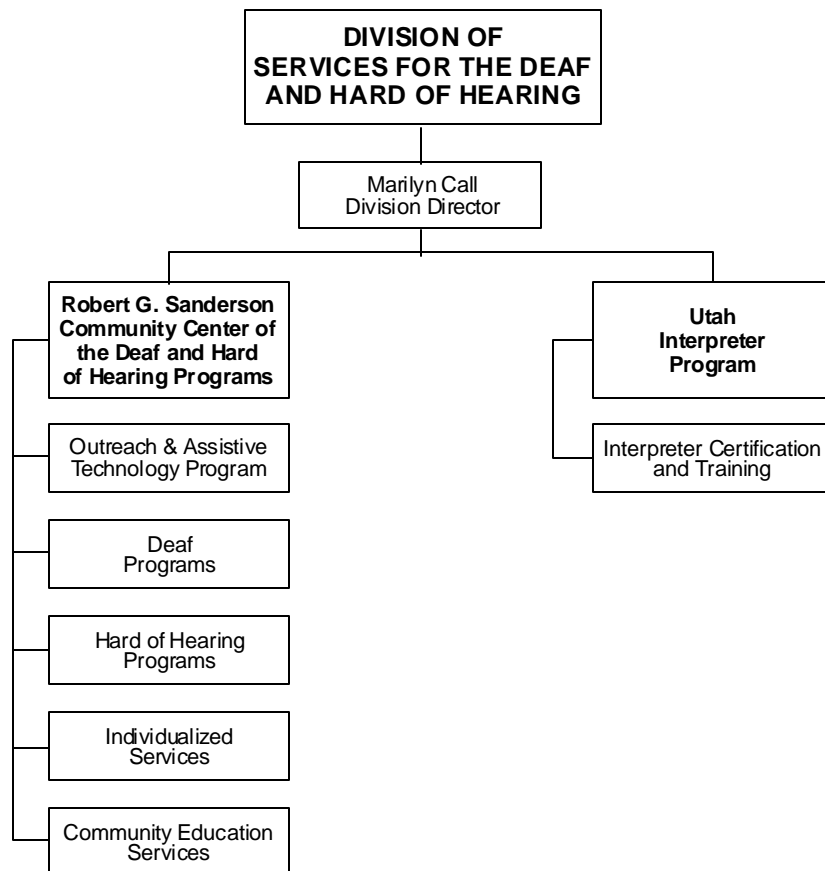
Allen was diagnosed two years ago with Fuchs Dystrophy, which is a deterioration of the cornea. He is employed at the Utah State Tax Commission, and this progressive disease soon affected his work. Allen had a friend who referred him to the Vocational Rehabilitation program at the Division of Services for the Blind and Visually Impaired. Allen had never realized the Division had such extensive services, and he found the staff to be a most positive influence in his life. He received a gentle boost from his rehabilitation counselor and maintained his employment. Allen was provided with assistive technology, counseling support, and mobility training. Allen feels that the services he received were invaluable, and he is indebted to the Vocational Rehabilitation program for their assistance. Keep up the good work, Allen!



DIVISION OF SERVICES FOR THE DEAF AND HARD OF HEARING



Marilyn Call
Division Director



SERVICES FOR THE DEAF AND HARD OF HEARING



To provide opportunities and programs to individuals who are deaf or hard of hearing that enhance or maintain skills necessary to fully participate in their employment, family, and community.

The Division of Services for the Deaf and Hard of Hearing (DSDHH) provides services designed to increase productivity, independence, and community integration of individuals who are deaf or hard of hearing. Program services are provided through the Robert G. Sanderson Community Center of the Deaf and Hard of Hearing and include information and referral, educational classes, counseling services, recreation and leisure activities, telecommunication services for the deaf, repair and maintenance of assistive technology, interpreter services, metropolitan and rural interpreter training, interpreter certification, library services, senior citizen activities, youth activities, family activities, and an activity program for deaf-multidisabled individuals.

ACCOMPLISHMENTS

Utah Interpreting Program

- ▶ The certification process evaluated the interpreting skills of 341 individuals.
- ▶ The interpreter lab provided 1,234 hours of training for interpreters and students to improve their skills.
- ▶ Interpreting staff provided 2,343 hours of interpreting services.

Outreach and Assistive Technology Program

- ▶ The TTY Repair and Service Program provided 1,147 service units. This included installation and repair of doorbell flashers, phone flashers, and telecommunication devices for the deaf (TTYs).
- ▶ Outreach and technology assistive services were provided to 1,504 individuals. Services include 36 demonstrations of assistive devices to groups averaging 300–500 participants, demonstrations to individuals on a one-on-one basis, in-home technology evaluations, and consultations on public accommodations.

Deaf Programs

- ▶ 180 volunteers were trained and then assisted with a variety of programs at the Center.

SERVICES FOR THE DEAF AND HARD OF HEARING

- ▶ Youth programs trained and were assisted by 180 volunteers.
- ▶ An average of 51 deaf seniors citizens participated in senior programs each week.
- ▶ Monthly social support and training activities were attended by 29 individuals who are deaf/hard of hearing and have other disabilities. Some activities included training on TTY use, performing community service, and attending community events.
- ▶ To advance the leadership and advocacy effort in the deaf and hard of hearing community, intensive leadership training was provided to eight deaf and hard of hearing adults.
- ▶ Community partnership program and outreach to families averaged 171 individuals each month.
- ▶ Sister agencies that work with people who are deaf or hard of hearing help families to cope and to adapt to the hearing loss individual within their family.

Hard of Hearing Program

- ▶ Adjustment training and support services were provided to 278 hard of hearing adults. This training provides one-on-one or group training on how to use new hearing aids in a variety of settings, a ten-week training course on living with hearing loss, and the community rules of communicating with a hearing loss person.

Mental Health Counseling/Independent Living

- ▶ Mental health counseling services were provided to 108 clients who are deaf or hard of hearing; 889 hours of service were provided.
- ▶ Case management staff provided 1,514 service hours including counseling, referrals, creating treatment plans and coordinating services. An additional 1,098 hours were spent providing outreach, education, developing resource materials and performing research.
- ▶ Independent living training was provided through two peer counselors housed at the Center for 125 individuals. Training included such things as writing skills, how to ride public transportation, cooking, using new technology such as e-mail, etc.
- ▶ Lawyers from the Disability Law Center and Utah Legal Services provided free legal information and referral services to 67 clients at the Free Legal Clinic held at the Center.

Education and Outreach Services

- ▶ A variety of adult education classes and workshops were attended by 1,278 participants. Classes included American Sign Language and Conceptually Accurate Signed English, Financial Planning, Estate Planning, Deaf History, legal rights of employees who are deaf or hard of hearing, First Aid, and a Social Security seminar, just to name a few.
- ▶ Participants in social and recreational activities totaled 10,246. This number includes all activities at the Center planned by the deaf and hard of hearing community. This count provides a duplicated count of all individuals coming to the center for a variety of reasons.

Robert G. Sanderson Community Center Equipment Demonstration Room

Suffering a hearing loss is in itself an overwhelming and frustrating experience; in addition, many people with hearing loss find themselves in social isolation and neglect to the point that it affects their mental well-being. For someone losing his or her hearing after spending many years of life without communication barriers, being “cut off” from the world can be a traumatic event. Such events can and do have lingering effects, often enduring well beyond the hearing loss incident itself.

How does someone “re-connect” with the world again when learning sign language, lip-reading, or another form of manual communication is not feasible? The answer is often complicated and can vary depending on the individual. This is where the equipment demonstration room at the Robert G. Sanderson Community Center of the Deaf and Hard of Hearing plays an important role. Since its inception in June of 2002, the demonstration room, news of which has spread by word of mouth, has quickly become a fixture at the Sanderson Center.



Availability of the demo room attracts people from all over the state of Utah—from St. George all the way to Logan!

Staff members at the Sanderson Center are often regarded as heroes as they introduce various types of equipment allowing people to hear on the telephone again. There is equipment that alerts people when someone is at the door, or helps them feel included at dinnertime conversations. There are even available devices that help save the ears of hearing TV viewers, by allowing the volume of the television to be set at a comfortable level for them, while at the same time the deaf or hard of

hearing person uses a headset with an adjustable volume.

The types of assistive devices available are numerous, almost to the point of becoming overwhelming. The equipment demonstration room at the Sanderson Community Center presents devices in a simple manner, addressing each individual's needs. Since the equipment room staff shows devices, but does not sell them, consumers are at ease as they try each device and learn what will help them to reconnect to the hearing world.

SERVICES FOR THE DEAF AND HARD OF HEARING

"Summer Day Camp"

Each year the Youth and Family Program staff holds a week-long day camp for deaf and hard of hearing children ages eight through twelve. The camp attracts kids from throughout the Wasatch Front area. The goal of the program is to broaden circles of friendship, teach new skills, and let deaf children socialize with other deaf children.

Volunteers from the community help this program succeed. Many deaf and hard

of hearing children today are mainstreamed in their neighborhood schools and do not know other kids with hearing loss. This camp experience introduces them to a new peer group, as well as deaf adult camp leaders.

This past summer, the theme of the camp was "Be Kind to Animals." Field trips to Hogle Zoo, a llama farm, and a veterinarian's office complemented the crafts, cooking, and learning activities that took place at the Sanderson Center.

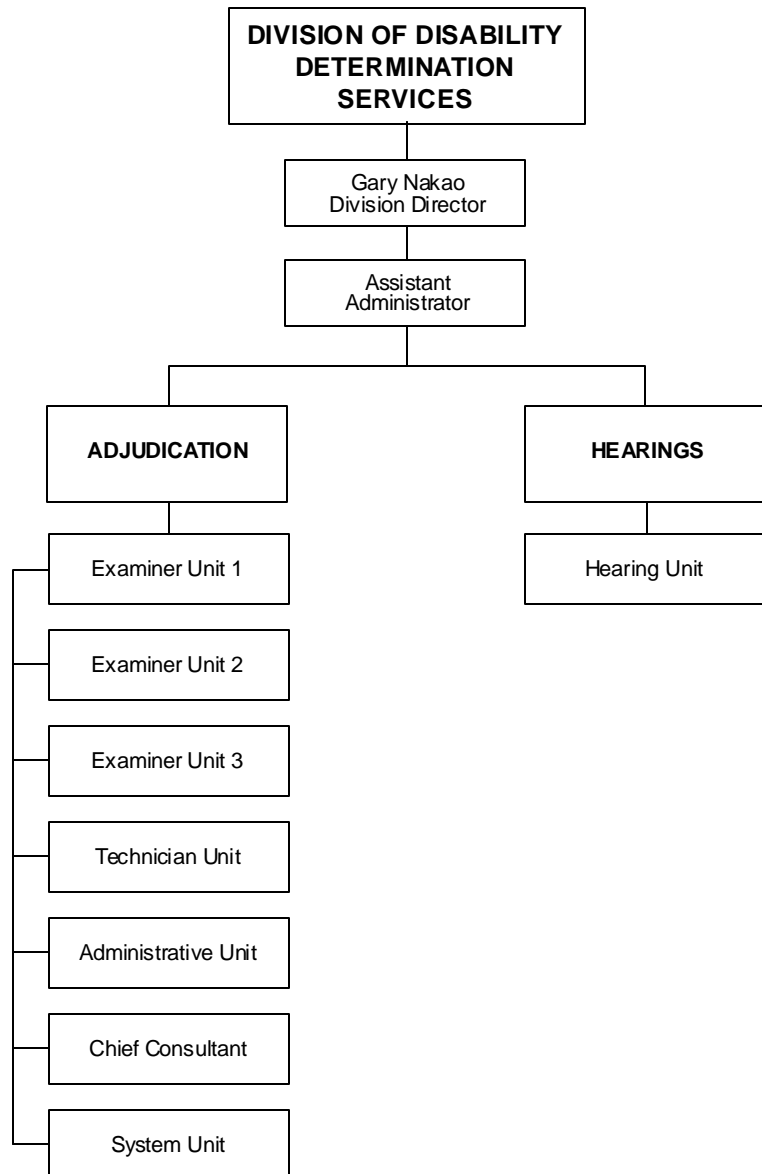
At the end of the week, a special awards ceremony was held to honor the volunteers and to recognize something unique about each deaf or hard of hearing camper. Each camper leaves this experience with smiles, new friends, and enthusiasm about his or her new experiences and accomplishments. Next year will be the fifth anniversary of the Summer Day Camp, and it grows each year.



DIVISION OF DISABILITY DETERMINATION SERVICES



Gary Nakao
Division Director



DISABILITY DETERMINATION SERVICES



To assist the Social Security program in fulfilling its promise to the American people to protect disabled workers and disabled children and adults with very limited income.

The Division of Disability Determination Services (DDS) is a state-administered federal program that develops, adjudicates, and processes disability claims of Utah residents for Social Security disability benefits. DDS performs its work under federal rules and regulations for two national disability programs-Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI).

ACCOMPLISHMENTS

The Utah DDS staff adjudicated 18,000 claims during fiscal year 2003. This represents an increase of 3.5 percent over last year.

During May 2003, the Utah DDS receipted in over 1,000 more cases than the average of the previous seven months, and with higher-than-usual June receipts, DDS currently has a backlog of approximately 1,200 cases. Even with DDS's usual good productivity and accuracy, it will be a challenge to work down the backlog, but DDS is confident this can be done.

A major initiative of the Social Security Administration is moving to a paperless process (A-eDib) for the disability program. This is a tremendous undertaking that will ultimately result in better customer service, but the transition is a significant change for the program. The goal is an electronic file that will be used by all components involved in the disability process, including the Field Offices, DDS, and the Office of Hearings and Appeals. Some of the specific changes for DDS will include the need for adjudicators go through the sometimes voluminous amount of medical evidence on computer screens rather than in a paper file. DDS is scheduled to begin moving to electronic processing in April 2004 with the beginning of electronic files for a limited number of claims.

As of June 2003, there were 32,800 Social Security Disability Insurance beneficiaries receiving a total of \$22,318,000 a month. This represents an increase of 1,300 beneficiaries from last year, and almost \$1.6 million more paid per month. As of June 2003, there were 18,148 Supplemental Security Income beneficiaries receiving a total of \$7,053,000 each month. This represents an increase of 221 beneficiaries over June 2002, and an increase of \$227,000 a month compared to a year ago.

DISABILITY DETERMINATION SERVICES

The Commissioner of Region VIII Social Security Administration, James Everett, visited the Utah DDS in August 2003 and met with staff to provide an update and answer questions. Commissioner Everett is responsible for the states of Utah, Montana, Wyoming, North Dakota, South Dakota, and Colorado.



USOR OFFICE LOCATIONS

UTAH STATE OFFICE OF REHABILITATION

ADMINISTRATION OFFICE

250 East 500 South
P.O. Box 144200
Salt Lake City, UT 84114-4200
(801) 538-7530/1-800-473-7530

DIVISION OF REHABILITATION SERVICES

ADMINISTRATION OFFICE

P.O. Box 144200
250 East 500 South
Salt Lake City, UT 84114-4200
(801) 538-7530/1-800-473-7530

NORTHERN UTAH DISTRICT

150 North Washington Blvd.
Ogden, UT 84404-3952
(801) 395-6310/1-800-560-4672
Voice/TTY

BRIGHAM CITY OFFICE

695 South Main, Suite #4
Brigham City, UT 84302-3200
(435) 734-9408/1-800-559-
9408 Voice/TTY

LOGAN OFFICE

115 W. Golf Course Road #D
Logan, UT 84321-5984
(435) 787-3480/1-800-560-
9766 Voice/TTY

OGDEN-DAVIS DISTRICT

1140 36th Street #150
Ogden, UT 84403-2050
(801) 395-7020 Voice/TTY

SOUTH DAVIS OFFICE

150 North Main, Suite 103
Bountiful, UT 84010
(801) 296-1293 Voice/TTY

LAYTON OFFICE

2984 North 400 West, Suite A
Layton, UT 84041-1344
(801) 776-5951 Voice/TTY

CLEARFIELD OFFICE

1290 East 1450 South
Clearfield, UT 84015
(801) 776-7802 Voice/TTY

SALT LAKE DOWNTOWN DISTRICT

660 South 200 East, Suite 400
Salt Lake City, UT 84111-3844
(801) 238-4560 Voice/TTY

REDWOOD OFFICE

1595 West 500 South
Salt Lake City, UT 84104-5238
(801) 887-9500 Voice/TTY

VALLEY WEST DISTRICT

2964 West 4700 South, Suite 102
Salt Lake City, UT 84118-2558
(801) 957-8200 Voice/TTY

SOUTH SALT LAKE DISTRICT

5020 South State Street
Salt Lake City, UT 84107-4897
(801) 267-5600 /1-800-625-7519
Voice/TTY

TOOELE OFFICE

982 North Main
Tooele, UT 84074-1616
(801) 882-1086/1-800-734-
1086 Voice/TTY

ROBERT G. SANDERSON COMMUNITY CENTER OF THE DEAF AND HARD OF HEARING—VR PROGRAM

5709 South 1500 West
Salt Lake City, UT 84123-5217
(801) 263-4885 TTY Answering
Machine
(801) 263-4884/1-800-860-
4860 Voice/TTY

USOR OFFICE LOCATIONS

PROVO DISTRICT

150 East Center, Suite 3300
Provo, UT 84606-3157
(801) 374-7724/1-800-662-6539
Voice/TTY

PAYSON OFFICE

910 East 100 North, #215
Payson, UT 84651-1606
(801) 465-5380/TTY 465-5382

EASTERN UTAH DISTRICT

662 West Price River Drive
Price, UT 8450-2839
(435) 636-2820/1-800-491-7734
Voice/TTY

VERNAL OFFICE

1680 West Hwy. 40, #106D
Vernal, UT 84078-4135
(435) 789-0273/1-800-286-0273
Voice/TTY

ROOSEVELT OFFICE

1100 East Lagoon
Roosevelt, UT 84066-3099
(435) 722-3573 Voice/TTY

BLANDING OFFICE

212 North Main Street
Blanding, UT 84511-3600
(435) 678-2511/1-800-531-9912
Voice/TTY

MOAB OFFICE

125 West 200 South
Moab, UT 84532
(435) 259-4635 Voice/TTY

SOUTHERN UTAH DISTRICT

925 South Main
Cedar City, UT 84720
(435) 586-9995
1-800-281-9945 Voice/TTY

DELTA OFFICE

520 East Topaz Blvd., #109
Delta, UT 84624-4106
(435) 864-2509/1-800-531-9914
Voice/TTY

RICHFIELD OFFICE

1158 South Highway 118
Richfield, UT 84701-3116
(435) 896-1470/1-800-953-6479
Voice/TTY

ST. GEORGE OFFICE

1067 East Tabernacle, #10
St. George, UT 84770-3249
(435) 673-5091/1-800-281-5091
Voice/TTY

MANTI OFFICE

55 South Main, #2
Manti, UT 84642-1332
(435) 835-0750/1-800-531-9913
Voice/TTY

VOCATIONAL EVALUATION SERVICES

1595 West 500 South
Salt Lake City, UT 84104-5238
(801) 887-9515 Voice/TTY

OGDEN VOCATIONAL EVALUATION SERVICES

150 North Washington Blvd.
Ogden, UT 84404-3952
(801) 395-6310 Voice/TTY

PROVO VOCATIONAL EVALUATION SERVICES

150 East Center, Suite 3300
Provo, UT 84606-3157
(801) 374-7724/1-800-662-6539
Voice/TTY

UTAH CENTER FOR ASSISTIVE TECHNOLOGY

1595 West 500 South
Salt Lake City, UT 84104-5238
(801) 887-9539/1-888-866-5550
Voice/TTY

COMPUTER CENTER FOR CITIZENS WITH DISABILITIES

1595 West 500 South
Salt Lake City, UT 84104-5238
(801) 887-9380 Voice/TTY

INDEPENDENT LIVING REHABILITATION PROGRAM

250 East 500 South
Salt Lake City, UT 84111
(801) 538-7589/1-800-473-7530
Voice/TTY

EMPLOYMENT RESOURCE CENTER

1595 West 500 South
Salt Lake City, UT 84104-5238
(801) 887-9530/(801) 887-9500
TTY

BENEFITS PLANNING, ASSISTANCE AND OUT-REACH PROGRAM

1595 West 500 South
Salt Lake City, UT 84104-5238
(801) 887-9394 or 887-9391/(801) 887-9500
TTY

GOVERNOR'S COMMITTEE ON EMPLOYMENT OF PEOPLE WITH DISABILITIES

1595 West 500 South
Salt Lake City, UT 84104-5238
(801) 887-9392 Voice/TTY

USOR OFFICE LOCATIONS

DIVISION OF DISABILITY DETERMINATION SERVICES

P.O. Box 144032
Salt Lake City, UT 84114-4032
(801) 321-6500 Voice/TTY

DIVISION OF SERVICES FOR THE BLIND AND VISUALLY IMPAIRED

ADMINISTRATION OFFICE

250 North 1950 West, Suite B
Salt Lake City, UT 84116-7902
(801) 323-4343/1-800-284-1823/
(801) 323-4395 TTY

TRAINING AND ADJUST- MENT SERVICES

250 North 1950 West, Suite B
Salt Lake City, UT 84116-7902
(801) 323-4348

LOW VISION AND OUTREACH SERVICES

250 North 1950 West, Suite B
Salt Lake City, UT 84116-7902
(801) 323-4373

VOCATIONAL REHABILITATION SERVICES

250 North 1950 West, Suite B
Salt Lake City, UT 84116-7902
(801) 323-4374

PROVO VOCATIONAL REHABILITATION SERVICES

150 East Center, #3300
Provo, UT 84606-3157
(801) 374-7705/1-800-662-
6539

OGDEN VOCATIONAL REHABILITATION SERVICES

150 North Washington Blvd.
Ogden, UT 84404-3952
(801) 395-6322/1-800-950-
8824

ST. GEORGE VOCATIONAL REHABILITATION SERVICES

515 West 300 North, Suite B
St. George, UT 84770-4578
(435) 986-0055

DIVISION OF SERVICES FOR THE DEAF AND THE HARD OF HEARING

ADMINISTRATION OFFICE

5709 South 1500 West
Salt Lake City, UT 84123-5127
(801) 263-4860 Voice/TTY

ROBERT G. SANDERSON COMMUNITY CENTER OF THE DEAF AND HARD OF HEARING

5709 South 1500 West
Salt Lake City, UT 84123-5217
(801) 263-4860 Voice/TTY

UTAH INTERPRETER PROGRAM

5709 South 1500 West
Salt Lake City, UT 84123-5217
(801) 263-4870 Voice/TTY